



## Frequently Asked Questions

### **Where can I place my pin?**

You can place the push pin on the house/business number, on the street in front of the house/business or on the street behind the house/business. If the street behind the house/business is an alley, the map will find the correct location of the alley.

### **What do I do if I'm having problems placing the push pin on a street?**

If you are encountering difficulties placing the push pin on the street, use the zoom feature and adjust the transparency on the map. Then, place the pin on the house/business number.

### **How can you submit an intersection for a service request location?**

It is best to have an exact address; however you may submit a service request at an intersection by entering the cross streets in the 'specify location' field or locating the intersection using the map feature. Then, place the push pin on the nearest house/business number.

### **How do you submit a service request on an Alley?**

When submitting a service request located at an Alley, the address is reported differently so it would be more beneficial to use the map feature and put the pin on the exact location rather than typing in the actual address of the house near the alley is in front of or beside. For example, the address for an alley will contain the street name of "alley" (1998 N ALLEY 250 E).

### **What if I don't know the exact address of where I would like to submit the service request?**

Use the map feature to try and find the exact location of the issue; you can also change the transparency of the map to see the actual houses which may help in finding the correct location.

### **Will I get notified when my service request has been closed?**

No, currently you will not be notified of a service request being closed, but it is in the works for the future.

### **What does a closed status for a service request mean?**

A closed service request can indicate that:

- Service has been rendered/delivered by the City
- The City has identified that the issue is a private matter
- It is a service not rendered by the City, and when feasible, the issue has been passed on to the proper authority

### **Why should I leave my contact information or email?**

You should leave your contact information so that if one of the city departments handling your request needs any further information, you can be contacted. Your email address should be given so that you will receive a confirmation email that lets you know your request was successfully submitted and gives you a direct link to check the status of your request. If you do not submit an email, you will not be given a service request number to check the status of your request online.

**What do I do if I'm having technical problems with RequestIndy ?**

You can still submit your service request by calling the MAC at 317.327. 4MAC. In order for us to correct the problem you are encountering in the future, please tell the MAC Customer Service Representative what the problem was and when you experienced it.

**What do I do if the service request I would like to submit is not in RequestIndy?**

If you cannot find the service request you would like to enter, please call the MAC at 317.327. 4MAC to submit the service request. There are a very few number of service requests that can be submitted but are not available on RequestIndy.

**What if I have Dialup Internet?**

The website will not work correctly if you have dialup internet or a slowed connection. We recommend that you contact the Mayor's Action Center directly at 317.327.4MAC during business hours.

**Can I use RequestIndy on my cell phone?**

No, currently RequestIndy is not able to be used on mobile phones. We are in the process of evaluating texting and mobile capabilities.

**Is RequestIndy Bilingual?**

No, currently we are still using the service request form, translated in Spanish, to handle service requests. We are working on making RequestIndy bilingual.

**Can RequestIndy be used by those who are visually impaired?**

While the map feature is not accessible for the visually impaired, citizens can still enter their service requests by entering an address in the 'specify location' field.

**How do I submit requests about Boarding Homes?**

Contact the Health and Hospital Corporation of Marion County at 317.221.2000.

**How do I learn more about Abandoned Homes in Indianapolis?**

Visit the Abandoned Housing Initiative [Web site](#).

**If my car is damaged by a pothole, how do I file a tort claim?**

Please visit the Office of Corporation Counsel [Web site](#).

**Did You Know?**

- Submitting the same request multiple times will not speed up the process. Once a specific service request at a specific location has been submitted, another one will not be allowed to process
- Service requests might be found in two different super categories. For example, Weeds service requests can be started in either Most Common or The Environment during weed season. It does not matter how you start your service request because you will be asked the same questions about the weeds service request regardless of category
- The email you will receive if you entered an email address will include a link to RequestIndy which directly links to the check the status of your request page
- You can use your tab key to move between questions when you fill in the answers
- If your mouse has a roller wheel, you can use it to zoom in and out on the map

- If you have questions on how to enter an address, click the blue question mark next to the “Locate” button on the “Specify Location” screen
- All of your contact information will be saved after you enter it the first time
- You must use the area code when entering your phone number
- You must use the dash in your Service Request number when trying to look up the status of your request, for example: 1-10267675
- You can use RequestIndy to look up Service Requests that were submitted by calling 327-4MAC or older Service Requests
- If you cannot find a Service Request category in RequestIndy do not enter it using another category because this will slow down the response for this Service Request. Please call 327-4MAC instead.
- Occasionally system maintenance is performed on Sunday which can affect the availability of RequestIndy (7:00 - 10:00 am & 4:30 - 8:30 pm)